

# COMMUNICATIONS ASSISTANT III

## Department of Public Works – Administration

**THE PURPOSE:** The person in this position provides information to the public regarding City services, responds to public complaints and requests for services, and ensures customer satisfaction in response to inquiries, complaints, and requests. The Communication Assistant III logs requests for City services into the Department of Public Works Call Center database.

### ESSENTIAL FUNCTIONS:

- Answers a high volume of telephone calls, responding to customer inquiries, requests for services, and complaints related to Department of Public Works or City services.
- Provides customer service to the public and City departments.
- Maintains the appropriate records for services and/or complaints regarding Department of Public Works or general City services. Documents customer contact in the DPW Call Center database.
- Makes follow up contact with the public and City departments to ensure customer satisfaction.
- Performs other duties and responsibilities as assigned.

**NOTE:** The Department of Public Works Call Center is a 7 day- a- week operation. Individuals will be assigned to one of two shifts which include weekend work. Overtime assignments can be expected during declared emergencies.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

### MINIMUM REQUIREMENTS:

1. Four years of office support experience including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.
2. Residency in the City of Milwaukee within six months of appointment and throughout employment.

**NOTE: Equivalent combinations of education and experience may be also considered.**

### DESIRABLE QUALIFICATIONS:

- High School Diploma or GED.
- Ability to understand, fluently speak, read, and write in Spanish.

### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to consistently handle a high volume of telephone calls involving customer inquiries, requests, and complaints on a daily basis.
- Customer service and interpersonal skills.
- Oral communication and listening skills.
- Ability to work in a team environment and to maintain good working relationships with a multi-cultural public, coworkers, and employees from other City departments.
- Ability to maintain a positive demeanor when working under pressure.
- Ability to accurately document information regarding customer contacts.
- Basic keyboarding skills and the ability to learn and use departmental computer software.
- Ability to learn to navigate through multiple software applications while performing other duties.
- Knowledge of Microsoft Windows, spreadsheet, and word processing software.
- Ability to meet deadlines regularly.

**THE CURRENT SALARY RANGE (445) IS: \$36,902-\$40,836** annually with excellent benefits.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: training and experience evaluation; written, oral, or performance examinations; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **November 29, 2010**. Receipt of applications may be discontinued after this date without prior notice; however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time, and place of the examination.

**APPLICATIONS** and further information may be obtained from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs) or in person or via mail from City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, or by calling 414.286.3751. A resume does not substitute for the required application; however, you may attach one if you wish.